

Office of Medicaid Policy and Planning
Non-Emergency Medical Transportation Reports

Broker Name: Southeastrans
Version: 2020.01
Report Name: Complaint Summary
Report Code: MO-CS
Code Citation: IC 12-15-30.5-4 (a)(1)(D) i-ii

Experience Period >> 08/01/2020 - 08/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Call Center Issue	2	0	2
Dispatch Error	1	0	1
Driver Behavior	14	2	16
Driver Reckless	4	0	4
Driver too early	1	0	1
Incident	6	2	8
Mbr Care Gatekeeper	4	0	4
Member Issue	17	1	18
Member No-Show	23	1	24
Payment Issue	0	1	1
Prov Late - A Leg	7	0	7
Prov Late - B Leg	2	4	6
Prov Late Sendback	3	0	3
Prov No-Show A leg	12	0	12
Prov No-Show B leg	2	0	2
Prov No-Show C Leg	0	1	1
Provider Error	1	0	1
Rude Staff (non-CC)	1	0	1
SETI Staff	1	0	1
Trip not assigned	8	0	8
Vehicle Condition	4	1	5
Vehicle Dirty	1	0	1
Website Complaint	3	1	4
	117	14	131

Note: Data includes complaints or concerns direct to FSSA and to Southeastrans.
A contact may include 1 or more issues.

Experience Period >> 08/01/2020 - 08/31/2020

Complaint Type	To Appointment	From Appointment	Grand Total
Compliment	5	1	6